

Washington State
Administrative Office of the Courts

Courts of Limited Jurisdiction
Case Management System
(CLJ-CMS)

Request for Information (RFI)

ACQ-2015-0701-RFI

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Table of Contents

Contents

| | | |
|-----|---|---|
| 1 | Introduction | 1 |
| 2 | General Pricing for Vendor CMS COTS Solution..... | 4 |
| 3 | Request for Information Process | 4 |
| 3.1 | RFI Schedule..... | 4 |
| 4 | Administrative Requirements | 4 |
| 4.1 | RFI Coordinator | 4 |
| 4.2 | Response Preparation Instructions..... | 4 |
| 4.3 | Cost of Response Preparation..... | 5 |
| 4.4 | Response Property of AOC..... | 5 |
| 4.5 | Public Records and Proprietary Information..... | 5 |
| 4.6 | Vendor Comments and Questions..... | 6 |

1 Introduction

The Washington State Administrative Office of the Courts (AOC) currently provides a case management system to support the district and municipal courts, collectively referred to as Courts of Limited Jurisdiction (CLJ). AOC seeks to acquire and implement a modern case management solution that will improve and support the courts' evolving business needs in the areas of case management, calendaring, probation, file management, statistical reporting, access to justice, and overall process automation. The new solution will replace the Judicial Information System commonly known as DISCIS.

The Courts of Limited Jurisdiction Case Management System (CLJ-CMS) will support over 200 courts of limited jurisdiction in Washington which process more than 18 million transactions a month representing approximately 87% of the state's caseload. It must support users from District and Municipal courts, Probation departments and AOC. The current court users exceed 3900 and include judges, court managers, clerks, probation officers, and justice partners (e.g., attorneys, prosecutors, etc.).

The desired case management system should provide features and capabilities to manage the following case categories:

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| Accounting | Financial transactions during case management are processed through accounting. This category outlines the process model for accounting transactions that get initiated at various points during the case life cycle. |
| Calendaring | Calendaring is a process whereby a case or a group of cases is set for hearing on a specific day and at a specified time and assigned to a specific court room and court officials. The calendaring process can be initiated at various points during the case life cycle. |
| Civil, Small Claim, and Protection Type Orders | Civil cases usually pertain to resolution of disputes between individuals, organizations or groups and having to do with the establishment, recovery or redress of private and civil rights. This category also includes Small Claims, Name Change Petitions, Vehicle Impound Validity reviews, and requests for Protection Type Orders. |
| Court Administration | Court Administration refers to all processes that may be handled by the Court Administrator and/or Site Coordinator outside of a specific case life cycle process. These functions would include the need for file/document management capabilities. |
| Criminal | Criminal case category pertains to actions that are perceived to have been committed against the state or city or that are detrimental to society as whole. Criminal violations in courts of limited jurisdiction are typically punishable by a potential jail term up to 364 days. |

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| Infractions | Infractions, other than photo enforcement infractions, are actions prohibited by law but are civil matters and not considered criminal. These would include both traffic and non-traffic violations issued to a person alleged to have committed the violation. |
| Person/Party | Identifying, creating, and/or managing of person records. A person record may be added during any phase of a case lifecycle. There are different types of "Person" records. Examples are: Individuals, Civil participants, Vehicle Violation participants, Officials, and Organizations. |
| Probation | Probation is a process whereby a case is referred for condition compliance monitoring/tracking based on a specific court order. These referrals can occur at various points during the case life cycle. The process also defines the program administration tasks required to allow the probation officials to complete the compliance monitoring/tracking tasks as ordered. |
| Public Access | In addition to the court staff who support the administration of the Courts of Limit Jurisdiction, the replacement solution must satisfy the need for public access such as e-filing, court case records, court calendars and schedules. |
| Reporting capability | <p>The system must support the Courts' needs for "out of box" and adhoc reporting capabilities that can support the court process areas described above.</p> <p>Some reports are needed at various points during a case life cycle, while others are specific to certain life cycle times or specific to certain process steps. Additional reports are needed for processes outside of a specific case life cycle process such as audit, calendar management, and statistical reports.</p> |
| Vehicle Violations | The Vehicle Violation category consists of parking, photo enforcement (e.g. red light, speed in a school or construction zone, etc.) and similar violations committed during the operation of a vehicle, where the infractions are issued against the vehicle, not the driver. |

The AOC is interested in how the available case management solutions remain relevant and updated in regard to the technical capabilities and business functionality. Please describe how your offering addresses the following support needs.

- Architecture, including:
 - Platform the solution resides on;
 - Architectural concept of the solution to allow for centralization of data combined with distributed administration;
 - Capability of the system to allow global as well as local configurations;
 - Service capabilities required to support the case management features and capabilities identified above;
 - Messaging architecture utilized by the solution; and

- Infrastructure requirements of the solution including but not limited to:
 - Connection bandwidth
 - System storage requirements
 - Data storage requirements
 - Minimum desktop requirements
- Security, including:
 - Solution capabilities for confidentiality, integrity, and availability of sensitive information that may be accessed or handled by the product or any of its components. (e.g., encryption of sensitive data, session management, auditing, privilege management, authentication mechanisms, security roles management, data and input validation, etc.).
- Upgrade cycle of current and anticipated releases of new versions of software such as:
 - Server operating system;
 - Database management system;
 - Desktop operating system; and
 - Desktop tools (e.g., MS Office, Google Docs, etc.).
- Use of online help capabilities and integration with other Help desktop tools.
- Data Integration capabilities and methods supported.
- Supporting new business needs and requirements.
- Audit trail capabilities for both transaction update logging and a user viewing journal.
- Expandability and application integration support for new technologies and external systems, including:
 - Application categories (e.g., imaging management, financial management, etc.).
 - Products currently supported through application integration: (e.g., QuickBooks, Dynamics, Liberty DMS, LaserFische, etc.).
- Support “ease of use” techniques (e.g., short cut keys, HOT Keys, etc.) for end users.
- Configuration Capabilities including, but not limited to, the following categories:
 - User Interface;
 - (Master) Data Sources;
 - Workflow; and
 - Business Rules.
- General client training method(s) for the installation and implementation for Vendor’s Commercial-off-the-Shelf (COTS) product.
- General practice for product Help and post implementation support.

Vendor response should also include information regarding the following:

- Identify maintenance procurement structure for CMS solution (e.g., reseller, VAR, proprietary software Vendor, etc.).
- Provide information on licensing structure for CMS solution.

- Provide on-call tech support (i.e., 24x7, 365 day per year, etc.).
- Support administrative functions of the system (e.g., security permission settings, code table maintenance, local configuration, etc.).

2 General Pricing for Vendor CMS COTS Solution

Vendors are encouraged to provide generalized pricing for all systems, components, licensing, implementation, training, and support required for implementation of their CMS COTS solution and to provide an estimate of ongoing costs for the proposed solution(s) over a ten (10) year period.

3 Request for Information Process

This RFI is not a formal solicitation and thus the responses will not be scored and no contract will be awarded as a result. Participation in the RFI process is not a requirement for submitting a proposal for any subsequent competitive procurement, although the results of this RFI may be used to build and refine an RFP.

After a review of the Request for Information (RFI) responses and assessment of the marketplace, AOC will determine whether to publish a Request for Proposal (RFP) for the CMS COTS solution for the Courts of Limited Jurisdiction.

3.1 RFI Schedule

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|-----------------------------------|---------------|
| Release RFI | July 6, 2015 |
| Vendor Questions Due by 4:00 PM | July 17, 2015 |
| Answers to Vendor Questions | July 22, 2015 |
| Vendor Submissions Due by 4:00 PM | July 29, 2015 |

AOC reserves the right to revise the above timeline. AOC reserves the right to refrain from issuing a Request for Proposals or any other formal solicitation document for this product.

4 Administrative Requirements

4.1 RFI Coordinator

Vendor communications concerning this RFI should be directed to the RFI Coordinator listed below.

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|------------------------|--|
| RFI Coordinator | Cheryl Mills |
| Phone | (360) 704-5505 |
| E-mail | cheryl.mills@courts.wa.gov |

4.2 Response Preparation Instructions

AOC requests that Vendors respond with any preprinted materials that would provide the information requested.

Vendors are to provide responses to the RFI Coordinator in a common electronic format such as PDF, or Microsoft Word 2008 or later. **All email communications must reference the RFI acquisition number ACQ-2015-0701-RFI in the subject or title area.**

Responses to this RFI should be submitted to the RFI Coordinator on July 31, 2015, no later than 4:00 p.m. Pacific Daylight Time (PDT) Time. Please **do not cut and paste** your responses into this RFI. Instead, provide your response as separate documentation and include numbers referencing the RFI section to which you are responding. Only the one electronic copy need be submitted.

AOC requests Vendor response contain a cover letter which includes the name and contact information for their Vendor representative. AOC may use this information to obtain clarifications or additional information regarding a Vendor's response.

Vendors must submit responses directly to the RFI Coordinator at the email address provided in [Section 4.1](#) above. Large file attachments should be compressed to avoid delivery of emails. AOC assumes no responsibility for delays caused by email or other delivery systems regarding submittal of Vendor response. RFI Coordinator assumes no responsibility for confirmation of receipt of submitted responses.

4.3 Cost of Response Preparation

Vendors will not be reimbursed for costs associated with preparing or presenting any response to this RFI.

4.4 Response Property of AOC

All materials submitted in proposal to this RFI become the property of the AOC. AOC has the right to use any of the ideas presented in any proposal to the RFI. Selection or rejection of a proposal does not affect this right.

4.5 Public Records and Proprietary Information

Any information contained in the response that is proprietary or confidential must be clearly designated. Marking of the entire submission as proprietary or confidential will be rejected as non-responsive.

To the extent consistent with chapter 42.56 RCW, the Public Records Act, AOC shall maintain the confidentiality of Vendor's information marked confidential or proprietary. If a request is made to view Vendor's proprietary information, AOC will notify Vendor of the request and of the date that the records will be released to the requester unless Vendor obtains a court order enjoining that disclosure. If Vendor fails to obtain the court order enjoining disclosure, AOC will release the requested information on the date specified.

AOC's sole responsibility shall be limited to maintaining the above data in a secure area and to notify Vendor of any request(s) for disclosure for so long as AOC retains Vendor's information in AOC records per state law. Failure to so label such materials or failure to timely respond after notice of request for public

disclosure has been given shall be deemed a waiver by Vendor of any claim that such materials are exempt from disclosure.

4.6 Vendor Comments and Questions

Specific questions concerning this RFI may be submitted in writing to the RFI Coordinator at the email address specified in [Section 4.1](#). Email submission of Vendor questions is acceptable. The RFI Coordinator must receive questions no later than 4:00 p.m. the date specified in [Section 3.1](#). AOC will not respond to Vendor questions submitted after said date.

All Vendor questions will be compiled and combined with AOC answers, which shall be presented in written form as a Question & Answer (Q&A) Document to the RFI. The Q&A Document will be published by the RFI Coordinator at www.courts.wa.gov/procure and in [Washington's Electronic Business Solution \(WEBS\)](#).

Any inquiries, suggestions, or requests concerning interpretation, clarification, or additional information shall be made in writing and submitted to the AOC RFI Coordinator via email at the address specified in [Section 4.1](#) herein. AOC will not respond to Vendor questions submitted after said date. AOC will provide written answers by the date shown in [Section 3.1](#) herein.